



Central Wastewater Plant Completes Renovations

Capacity Increases Help Position Buckeye for Continued Growth

After a major renovation, the Central Water Reclamation Facility (CWRF) is again poised to handle growth in our area.

Due to a decade of sitting idle, two of the plant's three treatment systems, known as trains, were mechanically beginning to fail. As a result, only a single train was in operation and increasingly unable to adequately handle the growing volume of waste.

Under a capital improvement project managed by the Water Resources Department, two of the three existing 1.5 million-gallon treatment trains were refurbished and brought back into service.

The project was completed in less than a year at a cost of \$2.2 million. The project was contracted with PCL Construction in July 2020.

Over the past year, flow rates have been climbing.

With the only operating train rated at 1.5 million gallons a day (MGD), the inflow often exceeded the existing capacity. Inflows in recent months have reached as much as 2.4 MGD. With the additional units back in operation, the facility is now rated at 4.5 MGD and is currently operating with 3 MGD of capacity.



The Central Water Reclamation Facility located south of downtown Buckeye.

The new trains also feature a major upgrade. Automated aeration systems enable operators to more easily maintain system reliability while also reducing energy costs. Under automation, the plant delivers the aeration required to sustain the micro biology without the need for manual adjustments.

A special thanks to the CWRF treatment team led by Henry Cornejo. The team includes Victor Mesquias, Donovan Murray and Don Robinson.

We also have our maintenance staff to thank for their assistance and readiness throughout the project. The team is led by Patrick Orr and Edward Fernandez and includes Ernie Ruiz, Jesse Garcia, Juan Aguayo, Harold Meeks, Ross Bumpus and Aaron Cervantes.

Past Due Accounts Plummet as Society Reopens

Utility Assistance Funds Still Available, Customers Encouraged to Apply

As society has begun reopening, Utility Billing has seen the number of past due accounts fall dramatically.

From a high of more than 10 percent in December 2020 down to less than two percent in April, shutoffs have returned to near normal levels.

Shutoffs occur only after a customer has fallen behind more than two billing cycles and have not set up a payment plan.

To help ease customers' financial burden during the pandemic, Utility Billing temporarily discontinued shut offs and launched a customer assistance program.

Approved by the City Council in December, the program is funded with up to \$500,000 in AZ CARES contingency funds. The program is administered by the Salvation Army.

Residential customers can qualify for a one-time payment of up to \$500 toward their outstanding city utility bills.

To date more than 320 customers have used the program, totaling more than \$138,000 applied toward past due balances. Funds are still available and customers struggling to pay their bill are encouraged to apply.

More information on the utility assistance billing program can be found [here](#). To request an application customers

can email assistance@buckeye.gov or call 623-349-6619.



Sundance Lobby Being Remodeled, In-person Service to Continue

Utility Billing's Sundance lobby is slated for a major face lift.

The lobby temporarily closed on May 3 and is slated to reopen around the beginning of June.

While work is being performed, customers will continued to be served next door in the Water Resources administration lobby.

A temporary cashier station has been set up with an additional cashier located in an adjacent office to handle overflow and provide backup.

Once completed, the Sundance lobby will more closely mirror the city hall location.

The revamped lobby will feature three larger cashier stations designed to both better accommodate needed equipment and improve employee ergonomics, something the previous work spaces lacked.

Lobby hours will remain the same: Monday-Thursday, 7 a.m. - 6 p.m. Due to COVID safety measures, customers are still encouraged to make an [appointment online](#) before their visit.



PARDON OUR DUST

AMI Customer Portal Now Available Citywide

Buckeye water customers now have another tool to help them better manage their bill.

Water Resources began rolling out an advanced customer portal in the summer of 2020 using a phased approach.

The roll-out concluded in April, with customers in the former Global Water Resources service area now eligible to enroll.

The online tool allows customers to access their daily water usage readings and set up personalized alerts to notify them via email if unusually large usage is detected.

The service was made possible thanks to the installation of advanced metering infrastructure (AMI) across the service area.

Water Resources has continued to improve the metering system, updating older generation meters to provide increased data accuracy for customers.

Crews have most recently been working in the Westpark subdivision, where 307 of 446 meters have been swapped out for newer generation models. The Rancho Vista subdivision is on tap next, where 219 meters are scheduled for replacement.

Customer portal access is offered proactively when a high water usage event is recorded and available to all customers via email request at checkmyusage@buckeyeaz.gov.



Flushing Program Surpasses 50 Miles Cleaned



Water Resources continues to focus on improving water quality within the city, flushing more than 50 miles of water main in the current fiscal year.





Contracting with NO-DES Inc., a company that specializes in providing neutral output flushing services, Water Resources has removed more than 6 tons of material from the system.

The technology has also saved the city millions of gallons of potable water. Instead of flushing in the traditional method, a process that simply discharges water to remove

sediment and debris, the NO-DES technology creates a closed circuit to withdraw and filter water before returning it back into the distribution system.

This fiscal year cleanings have taken place in the following subdivisions:

-  Blue Hills: 20,053 linear feet flushed (3.80 miles) with .4 tons removed
-  Northwood Park Estates: 9,814 linear feet flushed (1.86 miles) with 0 tons removed

-  Santarra: 14,930 linear feet flushed (2.83 miles) with .5 tons removed
-  Sunset Point: 20,927 linear feet flushed (3.96 miles) with .2 tons removed
-  Sunset Vista: 13,063 linear feet flushed (2.47 miles) with .3 tons removed
-  Tartesso: 204,560 linear feet flushed (38.74 miles) with 4.65 tons removed

Total: 238,347 linear feet flushed (53.66 miles) with 6.05 tons removed

City's Mason Named Operator of the Year

*Leadership, Dedication to Residents
Cited as Key Factors in Selection*

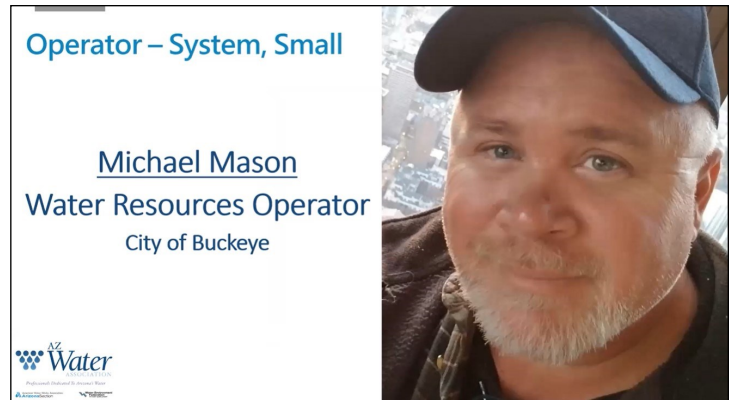
Water Resources' Michael Mason was recently selected as Water Resources Operator of the year by the AZ Water Association in the small system category.

Mason was recognized for his history of tackling tough challenges to help ensure system reliability, while also delivering exceptional customer service to residents.

As an Operator II, currently working in a division with no supervisor or lead, Mason has assumed a leadership role. Under his guidance, Mason's team began meeting their established benchmarks of cleaning more than 16 miles of sewer main each quarter, while performing inspections on more than 360 manhole covers.

These inspections identified a number of priority repairs that may have otherwise gone overlooked.

The team's efforts also resulted in just one sanitary sewer overflow incident every six to eight months, versus the industry standard of several every week, protecting both the city's reputation and residents' property.



Michael Mason, Operator II

Mason was also instrumental in implementing a new capacity, management, operations, and maintenance system. This comprehensive framework enables for work to be planned and executed in a proactive and cost-effective manner.

Resident feedback was also an important factor in Mason's award. During his two years with the city, several residents have contacted Water Resources to complement Mason and his team on their professionalism and the quality service they provided.

AZ Water Association is the state's premiere technical education and professional development organization for water and wastewater professionals.

